TASK ORDER
GSQ0014AJ0023

Solicitation GSC-QF0B-14-32808

GSA CIO Application Maintenance, Enhancements, and Operations Small Business (CAMEO SB)

in support of:

General Services Administration (GSA) Office of the Chief Information Officer (OCIO)

Issued to:
Alliant Solutions Partner, LLC
DUNS: 829313613
Under the Alliant Small Business
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Issued by:
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C.1 PURPOSE

The purpose of this TO is to support the General Services Administration (GSA) Office of the Chief Information Officer (OCIO) by providing services that support the operation, maintenance, enhancement, and development of GSA software applications. This TO will require coordination with the Chief Information Officer (OCIO) Application Maintenance, Enhancements, and Operations (CAMEO) Large Business (LB) Task Order. GSA requires support to operate its portfolio of applications while modernizing and streamlining the portfolio, to reduce the interconnectedness and dependencies where possible of systems and environments. This TO primarily supports the Federal Acquisition Service (FAS), and also includes some support for the Public Building Service (PBS), the Office of Governmentwide Policy (OGP), and Administration Headquarters.

C.1.1 BACKGROUND

The GSA CIO Office of Acquisition Information Technology (IT) Services is organized as follows:

a. Asset and Transportation Management Division (ATM)
b. Business Intelligence & Enterprise-Wide Information Management Division (BI)
c. Contract Administration Division (CA)
d. Contract Service Management Division (CSM)
e. eCommerce Division
f. Planning and Architecture Division (PA)
g. Information Security Systems Operations Division (ISSO)
h. Applied Engineering (AE)

The GSA CIO Office of Acquisition IT Services provides IT support for the Federal Acquisition Service (FAS) and other parts of GSA. The applications developed and maintained by Acquisition IT Services are used by business portfolios within GSA, customer agencies, the vendor community and the general public. The applications supported by CAMEO are essential to daily operations, future growth, and meeting organizational goals.

FAS leverages the buying power of the Federal Government to acquire the best value for the taxpayers and Federal customers. FAS is comprised of the Office of the Commissioner, four business portfolios (business-generating components): the Office of Integrated Technology Services, the Office of Assisted Acquisition Services, the Office of General Supplies and Services, and the Office of Travel, Motor Vehicle and Card Services, and three integrator offices: the Office of Customer Accounts and Research, the Office of Strategy Management, and the Office of Acquisition Management. These offices are the users and program offices for the application portfolio that requires support under this TO.

PBS is the landlord for the Federal Government. PBS Office Functions include: the Office of Client Solutions, the Office of Leasing, the Office of Budget and Financial Management, the Office of Facilities Management and Services, the Office of Design and Construction, the Office of Organizational Resources, and the Office of Portfolio Management. The current portfolio of applications that require support includes a limited number of PBS applications; however, the

Office of Acquisition IT Services will be called upon to support additional applications in the future.

C.1.2 AGENCY MISSION

GSA's mission is to deliver the best value in real estate, acquisition, and technology services to Government and the American people. The role of the GSA OCIO is to provide the organization with quality technology solutions that enable GSA to be more agile, efficient, mobile, and productive. Specifically, the CIO Office of Acquisition IT Services provides GSA with the strategic and tactical IT business solutions to enable GSA to effectively serve its customers. The IT solutions provided must align with the business portfolio's needs and mission to be effective and be flexible enough to support the changing business environment.

C.1.3 VISION

The GSA CIO Office of Acquisition IT Services will enter into a working relationship with industry to accelerate the pace at which it develops and deploys critical application functionality. GSA is also looking for innovative approaches to manage the current application environment, employ effective software development management processes, and support the effort to develop and enhance existing applications to be cloud ready in accordance with the Cloud First policy. Cloud ready is defined as the following for the purposes of this TO: Developing solutions that lend themselves to immediate or eventual porting to cloud based infrastructure and/or platforms as a service with minimum rework in architecture or design required. In accomplishing this, several factors should be taken into consideration including:

a. Performance - remove performance bottlenecks/inefficiencies to allow for scalability.
b. Elasticity - ability to scale up and down.
c. Resilience - incorporation of capability for "self-healing."
d. Security - security built into application. Less reliance on perimeter defenses such as firewalls and intrusion detection.

A key initiative of GSA is to develop a Common Acquisition Platform (CAP) in which all GSA acquisition personnel utilize the same IT environment. The vision is to change the way acquisition is done today by creating a single platform to provide easily accessible and intuitive systems that aid in developing, executing and managing acquisitions. Furthermore, GSA intends to eventually offer these platform services Government-wide. In addition to process driven systems, data – data curation, collection of transactional data, ability to manage Big Data, etc. – is critical to the success of a CAP.

GSA plans to use a phased and best-of-breed approach. As the CAP strategy is fleshed out, GSA will develop a roadmap for implementation. The Government requires support to execute the work laid out in the roadmap, which may include the use of existing systems, migrating existing systems to new platforms and/or developing new applications.

C.2 SCOPE

The contractor shall provide, predominantly from its own location, application development, enhancement, maintenance and management services, and program management for the current

and future application portfolio. The contractor shall also provide support for modernizing the application environment, improving the efficiency of the environment, and working to align the application portfolio with the business needs of the organization.

C.3 CURRENT INFORMATION TECHNOLOGY (IT)/NETWORK ENVIRONMENT

Applications that are supported and maintained by the GSA CIO Office of Acquisition IT Services are hosted in a Web Environment, Network Environment, ClearPath Environment, Database, and Storage Area Network (SAN). Further information on each can be found in Attachment C. The GSA CIO Office of Acquisition IT Services uses Serena Business Manager (SBM) to create a consistent Systems Change Request (SCR) process and HP's Application Lifecycle Management suite to manage delivery of applications.

GSA has historically used a Waterfall methodology for its application portfolio. Recently, the Government has experimented with Agile development methodologies for certain application development projects. Due to the structure of the Government and the interconnectedness of GSA applications, the Government's ability to adopt Agile methodologies on a broad scale has been limited. For future application development, the contractor shall assist the Government in determining an optimal method for development for each project, with a strong preference toward modern software development methodologies.

Historically, the GSA CIO Office of Acquisition IT Services used a tailor-to-fit approach to selecting the right-sized System Development Life Cycle (SDLC) and the rights-sized methodology for each type of work performed. The OCIO selects the level and amount of monitoring and control based on the size, complexity, and risk of the project.

The OCIO historically selects the most appropriate software development framework (SDLC does not dictate a preferred software framework). The selections include: Waterfall and Agile. GSA has historically used Waterfall development for the vast majority of SDLC projects, and would like to diminish the use of Waterfall development during the course of this order in favor of more modern and nimble development.

Waterfall: This approach is a sequential elaboration of the project and is used where requirements are well defined early in the project and the size, complexity, and cost risk are significant. This approach is also used when the project involves several applications across organizational boundaries and all applications must be deployed together to operate correctly. This approach is the basis for GSA SDLC processes and artifacts.

Agile: This is a group of software development methods based on iterative and incremental development where requirements and solutions evolve through collaboration between self-organizing, cross-functional teams. Iterative development with incremental delivery is the most cost effective way to develop new user interface applications and major enhancements to existing applications. It promotes adaptive planning, evolutionary development and delivery, a time-boxed iterative approach, and encourages rapid and flexible response to change. It is a conceptual framework that promotes foreseen interactions throughout the development cycle.

C.3.1 CURRENT APPLICATION PORTFOLIO

The current portfolio of **all** GSA CAMEO applications, grouped into application sets, includes the following. Further information with specific descriptions of each application can be found in Section J, Attachment D:

- **Application Set 1: Acquisition Systems (Groups 1-4)**
    - Group 1: eCommerce
        - GSA Advantage!
        - AAC Inquiry
        - Advantage Customer Information System(ACIS)
        - Advantage Spend Analysis Program (ASAP)
        - Master Product Manager (MPM)
        - Contracting Officer Review System (CORS)
        - Governmentwide Acquisition Contracts (GWAC) Pricing Tool
        - Credit Card Order Authorization Service
        - eSOAIntegration
        - GSA Advantage! Schedules e-Library System
        - GSA e-Buy
        - e-BuyConnect
        - e-BuyMobile Services
        - eBuy Admin
        - GSA Global Supply & USMC Web Application
        - Password Approval and Assignment Application
        - PO Portal
        - Schedule Input Program (SIP) Tool
        - Table Maintenance Tool (TMT)
        - Vendor Support Center (VSC)
        - Virtual Stores (Air Force, USDA, VA, DHS, PBS OneSource)
        - Web Version – GSA Schedules eMaintenance
    - Group 2: Multiple Award Schedules (MAS)
        - eOffer/eMod
        - Solicitation Writing System (SWS)
        - Offer Registration System (ORS)
        - eCAT – Electronic Centralized Acquisition Tool
    - Group 3: Contract Management
        - Acquisition Planning Module
        - eApproval
    - Group 4: City Pairs
- **Application Set 2: Supply Chain, Motor Vehicle Management and Transportation Systems(Groups 5-7)**

- Group 5: Supply Chain
  - FSS-19
  - DLMS MOD
  - CSM Web Services
  - Vendor Access Network System (VANS)
  - National Cataloging Action Log (NCAL)
  - Demand Forecast
  - Warehouse Management System
    - Warehouse Management System – Phoenix Subsystem
    - Warehouse Management System – HighJump Subsystem
    - Burlington Support
  - FSS Online
  - FSS Online Data Entry
  - FSS Online Security
  - eFSS Online
  - URSA
  - High Priority Order Air Clearance (HPOA)
  - Pegasys Connect
  - Customer Supply Center (CSC)
  - Product Information Catalog System (PICS)
  - Sales Automation System and Ad Hoc Reports (GSA Auction / SASY / Reverse Auctions)
  - Federal Asset Sales Portal (GovSales.gov)
  - Federal Disposal System (GSAXcess, CFL, AAMS)
  - GSA SmartPay Program
  - Online Contract Management System (OCMS)
  - MASS Contract Modification Web Site
  - EC/EDI Gateway
- Group 6: Motor Vehicle Management
  - Fleet Management Systems and Ad Hoc Reporting (FMS)
  - Federal Motor Vehicle Registration System (FMVRS)
  - Automotive Remarketing Module(Arm) (Fleet Management Sub-System)
  - FMS2GO
  - AutoAuctions
  - Requisitioning, Ordering and Documentation (ROADS)
- Group 7: Transportation
  - Transportation Audit Support System(TASS/TARPS/ASPA)
  - Accounts Receivable Tracking System(ARTS)
  - Transportation Management Services Solution (TMSS)
  - Federal Strategic Sourcing Initiative (FSSI) for Domestic Delivery Service

- **Application Set 3: Platform and Data Management (Groups 8-15)**
  - Group 8: Enterprise Data Marts/ Business Objects

- CART Marketing Information system
- Prices Paid data management and reporting
- FSSIDashboard

- Group 9: Enterprise Data Warehouse

- Group 10: Enterprise Data Management Services
  - Financial Planning Application
  - TelecomInvoice Management
  - Multiple Award Schedules Modifications Dashboard
  - FAS Financial Dashboard
  - Reports Server

- Group 11: Cold Fusion/Web application
  - USAccess
    - USAccessForums
    - USAccess Agency Lead Portal
    - FEDIDcard.gov
  - Strategic Sourcing(Drupal)
  - Spot Light on Success
  - Cross Training
  - FEDSpecs
  - Ride Along Program(RAP)
  - eResolve/eWire

- Group 12: Enterprise Content Management System(Documentum)

- Group 13: SalesForcePlatform
  - Sales Cloud(CRM)
  - Business Area specificApplications
  - VISSION – SalesForce Call center application solution
  - Enterprise likeApplications
  - Centralized Mail List Service (CMLS)

- Group 14: Service Oriented Architecture

- Group 15: Application ManagementTools
  - HP Application Lifecycle Management Suite(ALM)
  - Serena Business Manager(SBM)

Further information with specific descriptions of each application, languages used and other information can be found in the Full CAMEO Systems Inventory Section J, Attachment D.

This is the full set of applications currently within the scope of this TO. **Section J, Attachment A** is a Draft Application Assignment Letter (AAL) which includes the applications initially

expected to be supported under this TO at the time of TO Award. Support for some or all of these applications could be moved to the CAMEO LB TO. The applications could be moved for a variety of reasons, and this is at the Government's discretion.

C.4 OBJECTIVES

The objective of this performance based TO is to consolidate, modernize, transform, and operate the application portfolio, while preparing for, supporting, and strategically aligning with the GSA CAP initiative. This includes:

a. Improving the FAS business lines' experience meeting business requirements.
b. Reducing the direct interconnectedness of applications.
c. Reducing the portfolio of applications.
d. Reducing the Operations and Maintenance (O&M) costs of remaining applications.
e. Providing a tight coordination of service delivery with the CAMEO LB contractor.

C.5 TASKS

The following tasks are in support of this TO and are detailed below:

Task 1 – Provide Task Order Program Management
Task 2 – Execute Transition-In
Task 3 – Execute Transition-Out
Task 4 – Applications Operation and Maintenance (O&M)
Task 5 – Application Enhancement and Modernization Support
Task 6 – Additional Application Support for Existing Applications (Optional Task)
Task 7 – New Application Development Support (Optional Task)
Task 8 – Support Security Activities
Task 9 – Provide Service Desk Support
Task 10 – Strategic Analysis of Application Groups
Task 11 – Common Acquisition Platform (CAP) Support (Optional Task)

C.5.1 TASK 1 – PROVIDE TASK ORDER PROGRAM MANAGEMENT

The contractor shall provide program management support under this TO. This includes the management and oversight of all activities performed by contractor personnel, including subcontractors, to satisfy the requirements identified in this Statement of Work (SOW). The contractor shall identify a Program Manager (PM) by name that shall provide executive management, direction, administration, quality control, and leadership of the execution of this TO. The contractor shall schedule meetings and provide deliverables in accordance with Section F.

C.5.1.1 SUBTASK 1 – COORDINATE APROGRAM KICK-OFF MEETING

The contractor shall schedule and coordinate a Program Kick-Off Meeting at the location approved by the Government. The meeting will provide an introduction between the contractor personnel and Government personnel who will be involved with the Task Order. The meeting will provide the opportunity to discuss technical, management, and security issues, and travel authorization and reporting procedures. At a minimum, the attendees shall include vital contractor personnel, representatives from the directorates, other relevant Government personnel,

and the Federal Systems Integration and Management Center (FEDSIM) Contracting Officer's Representative (COR). The contractor shall provide the following at the Kick-Off Meeting:

a. Staffing Plan and Status
b. Personnel Security Adjudication Plan and Status
c. Requests for Government Action and Timelines
d. Points of Contact for all parties
e. Invoicing considerations
f. Transition discussion

All deliverables required to be provided to the Government at the Kick-Off meeting are listed in **Section F.5**.

C.5.1.2 SUBTASK 2 – UPDATE TRANSITION-IN PLAN

The contractor shall provide a draft Transition-In Plan at the Program Kick-Off Meeting that is an updated version of the proposed transition-in plan. The Plan shall articulate, on an application basis, as needed:

a. The contractor's transition approach, process, and timelines.
b. The contractor's approach to mitigating or minimizing disruption.
c. The contractor's staffing status, to include security processing.
d. The contractor's applications acceptance plan, checklist, schedule, and process.
e. Transition risk management and mitigation strategy.
f. Initial coordination with prior contractor.
g. Gap analysis of required skills.
h. Training approach/knowledge transfer approach.

Additionally, the contractor shall include in its Plan a comprehensive inventory of all applications, within the scope of this TO, which shall include:

a. Taking a complete inventory of each application and module.
b. Taking a baseline of all source code for each application and module.
c. Capturing a relationship of the current release and the source code in production.
d. Capturing any source code in development or testing.

C.5.1.3 SUBTASK 3 – PREPARE AND UPDATE APROGRAM MANAGEMENT PLAN (PMP)

The contractor shall document all support requirements in a PMP. The PMP shall:

a. Describe the proposed management approach
b. Contain detailed Standard Operating Procedures (SOPs) for all tasks
c. Include milestones, tasks, and subtasks required in this TO
d. Provide for an overall Work Breakdown Structure (WBS) and associated responsibilities and partnerships between or among Government organizations
e. Integrate with the contractor's QCP and EVM Plan.

The contractor shall provide the Government with a draft PMP (see Section F.5, Deliverable 6), on which the Government will make comments. The final PMP (see Section F.5, Deliverable 7) shall incorporate the Government's comments. The PMP will be updated as changes in the program occur (see Section F.5, Deliverable 8). The document shall be reviewed and updated as needed on an annual basis, at a minimum. The contractor shall conform to the latest Government approved version of the PMP.

C.5.1.4 4 – PREPARE A MONTHLY STATUS REPORT (MSR)

The contractor PM shall develop and provide an MSR using Microsoft (MS) Office Suite, or Google apps by the tenth of each month via electronic mail to the Technical Point of Contact (TPOC) and the COR. The MSR shall include:

a. Activities during reporting period, by application, which shall include any on-going activities, new activities, and activities completed and activities planned (a 30 and 60 day outlook); progress to date on all above mentioned activities; and cost and schedule performance for any activities requiring the use of EVM analysis.
b. A summary of the impacts of any new software released, and the business value of the releases to GSA and/or the Government as a whole.
c. Problems and corrective actions taken. Also include issues or concerns and proposed resolutions to address them.
d. Personnel gains, losses, vacancies (including durations of open Full Time Employee (FTE) positions), and status (security clearance, etc.).
e. Training provided to current staff.
f. Government actions required.
g. Summary of trips taken, conferences attended, etc. (attach Trip Reports to the MSR for the reporting period).
h. Accumulated invoiced cost for each CLIN through the previous month, reported by application.
i. Projected costs of each CLIN for the current month, reported by application.
j. Estimated costs at completion of the current period of performance reported by application (Base or Option Period).
k. Performance of EVM projects;
l. Significant High and Critical Program Risks Summary.
m. Summary of Security Vulnerabilities and Trends by Application.

The contractor shall conduct a Monthly Status Meeting to review the report (See Section F.5, Deliverable 13). Meeting minutes, including action items and owners, shall be recorded by the contractor and provided to the Government NLT 5 workdays after the meeting has occurred (See Section F.5, Deliverable 14).

C.5.1.5 SUBTASK 5 - CONVENE TECHNICAL STATUS MEETINGS

As required, the contractor shall convene technical status meetings with technical staff, OCIO staff and other vital Government stakeholders. The purpose of these meetings is to ensure the Government has all required information to make decisions, manage stakeholders and coordinate

activities. For high visibility projects, the Government may call regular meetings with senior OCIO leadership to assess current status.

When requested, the contractor shall provide minutes of these meetings, including attendance, issues discussed, decisions made, and action items assigned to the COR within five workdays following the meeting.

C.5.1.6 SUBTASK 6 – PROVIDE EARNED VALUE MANAGEMENT (EVM) PLAN ANDTEMPLATES

The contractor shall use EVM Templates in accordance with the American National Standards Institute (ANSI)-748/A, the contractor's proposal, and the contractor's EVM systems and standards. The contractor templates shall be submitted to the Government for approval prior to use. See Section H.19 for further information. Performance of EVM program control is executed in Task 5, for projects estimated at $250,000 or more, as otherwise specified in the Project Classification Schema (Section J, Attachment F), or as directed by the Government. When EVM is required, the Contractor shall coordinate with the Government the extent to which the reporting will be required on a per project basis.

C.5.1.7 SUBTASK 7 –QUALITY ASSURANCE AND CONTINUOUS IMPROVEMENT

The contractor shall provide a draft QCP as required in Section F at the Program Kick-off Meeting. The contractor shall periodically update the QCP, as required in Section F, as changes in program processes occur. The QCP shall be reviewed and updated once a year at a minimum.

The contractor shall develop and implement a Continuous Improvement program. This includes, but is not limited to:

a. Monitoring Government provided metrics as well as internal key performance indicators to monitor performance and identify when process reexamination should occur.
b. Coordinating efforts with other contractors.
c. Conducting end user and business line customer satisfaction surveys with action plans developed as an outcome.
d. Where expected TO outcomes are not realized, initiate a process to evaluate, determine cause, and incorporate necessary changes to prevent future occurrences.
e. Leveraging existing code and services in meeting business requirements.

C.5.1.8 SUBTASK 8 – PREPARE TRIP REPORTS

The Government will identify the need for a Trip Report when the request for travel is submitted. The contractor shall keep a summary of all long-distance travel including, but not limited to, the name of the employee, location of travel, reason, activities planned, activities completed, outcomes, milestone progress, duration of trip, and point of contact (POC) at travel location.

C.5.1.9 SUBTASK 9 – PREPARE A WEEKLY STATUS REPORT (WSR)

The contractor shall develop and provide a concise WSR in a format specified by the Government, on Friday of every week via electronic mail to the TPOCs and COR. The WSR shall include:

a. A summary of continuing activities and action items carried over from the prior report, updated to include the current period's performance.
b. Problems and corrective actions taken. Also include issues or concerns and proposed resolutions to address them.
c. EVM Performance by application (when required).
d. Government actions required.
e. Project Performance.
f. Significant Risks.
g. Root Cause Analysis Reports, when needed.

C.5.1.10 SUBTASK 10 – CHANGE MANAGEMENT

The contractor shall provide extensive change management services throughout the entire application lifecycle (cradle to grave). This includes, but is not limited to:

a. Impact analysis.
b. Developing, reviewing, and updating documentation.
c. Developing training materials for Tier 1 Help Desk providers.
d. Training the trainer events.
e. Product demonstrations.
f. End user forums.
g. Coordinating with the appropriate business portfolio.
h. Developing and implementing a training plan.
i. Other communication and background documentation.

The contractor shall develop and maintain a master schedule of development and releases planned across the application portfolio supported by this TOR. This schedule shall be maintained current and be compared with actual results to ensure best available data is developed and captured. The contractor shall also coordinate the master schedule developed under this Task with the master schedule developed by the CAMEO LB contractor.

C.5.1.11 SUBTASK 11 – SYSTEM DOCUMENTATION

The contractor shall ensure that proper system documentation is developed and/or updated in accordance with the GSA OCIO SDLC (Section J, Attachment H), or as directed by the Government.

C.5.1.12 SUBTASK 12 - ESTABLISH AND MAINTAIN GOOGLE SITE

The contractor shall establish a Google web portal using GSA's Google platform that both approved contractor and Government personnel can access that contains critical project information. The contractor shall have the web portal operational within 30 calendar days of Task Order Award (TOA). The web portal shall, at a minimum, contain the following project information:

a. Current Project Management Reviews (PMRs)
b. All previous PMRs
c. Current Transition Plan
d. Current Quality Control Plan
e. Current EVM Plan
f. Current and Past EVM Statistics
g. Current PMP
h. All Weekly and Monthly Status Reports (including appended Trip Reports)
i. Asset Management Inventory
j. Status deliverables provided or pending
k. Current and past period cost data by CLIN
l. Detailed results of Quality Assurance (QA) audits

As practical, the Government's preference is for the CAMEO SB and CAMEO LB to leverage the same site structure with content appropriately segmented.

C.5.1.13 SUBTASK 13 – COORDINATE WITH CAMEO LB AND OTHER CONTRACTORS

The Government has also identified that many applications in the scope of this TO are integrated with other applications that may be managed through the CAMEO LB contractor, or other support contractors. All applications in the scope of this order rely on support from other GSA IT shared services (e.g., infrastructure, security, enterprise architecture, etc.) managed by other GSA contractors. As such, the contractor shall ensure these interdependencies are understood and closely coordinate changes to CAMEO applications to ensure unintended impacts to applications do not occur.

C.5.1.14 SUBTASK 14 – DEVELOP TRANSITION OUT PLAN

The contractor shall provide a draft Transition-Out Plan within six months of award (see Section F.5, Deliverable 19). The Government will work with the contractor to finalize with Plan in accordance with Section E (see Section F.5, Deliverable 20). This Plan shall be reviewed and updated on an annual basis at a minimum (See Section F.5, Deliverable 21). Additionally, it will be reviewed and updated quarterly during Option Period 6. The Transition-Out Plan shall include all the topics included in the Transition-In Plan. The contractor shall ensure the transition to the next contractor is effectively facilitated and executed.

C.5.2 TASK 2 – EXECUTE TRANSITION-IN

The contractor shall execute its Transition-in Plan no later than (NLT) five workdays after Project Start (PS). During the Transition-In, the contractor shall ensure there will be minimum service disruption to the IT activities as well as no service disruption to vital Government business, and no service degradation during and after transition. All transition activities will be completed 90 calendar days after PS; individual systems and applications may be transitioned using a staged approach. The contractor shall perform an Operational Readiness Review (ORR) that outlines the contractor's preparedness to assume operation of contract duties for each

application. The contractor shall assume full application operations, on an individual application basis, only upon written Government approval. The contractor shall provide an Updated Transition-in Plan (See Section F.5, Deliverable 3) based on the contractor's draft Plan submitted with the proposal.

The contractor shall provide a weekly Transition Status Report. On an application level basis, this report shall detail:

a. The detailed application transition status, as identified in the offeror's Transition Plan.
b. Performance against the contractor's application transition schedule.
c. The contractor's staffing status, to include security processing.
d. The contractor's applications acceptance plan, checklist, schedule, and process.
e. Transition risk management and mitigation.
f. Coordination with the previous application management contractor.

C.5.3 TASK 3 –EXECUTE TRANSITION-OUT (OPTIONAL)

The Transition-Out Plan shall facilitate the accomplishment of a seamless transition from the incumbent to a new services provider at the end of TO performance. The contractor shall execute the approved Transition-Out Plan within the time specified in the Transition-Out Plan. The contractor shall identify how it will coordinate with the incoming contractor and/or Government personnel to transfer knowledge regarding the following:

a. Project management processes.
b. Points of contact.
c. Location of technical and project management documentation.
d. Status of ongoing technical initiatives.
e. Appropriate contractor–to-contractor coordination to ensure a seamless transition.
f. Transition of Key Personnel.
g. Transition Government Furnished Property (GFP) to the new support contractor.
h. Schedules and milestones.
i. Actions required of the Government.

The contractor shall also establish and maintain effective communication with the incoming contractor/Government personnel for the period of the transition via weekly status meetings, or other interchanges with key Government personnel identified by the COR.

C.5.4 TASK 4 –APPLICATION OPERATIONS AND MAINTENANCE (O&M)

For the purpose of this Task Order, O&M is defined as follows: activities and functions performed to ensure existing applications perform as intended.

The contractor shall provide system lifecycle management for supported applications during the TO period of performance. This system life cycle support includes sustainment support for fielded baselines, project management/service delivery oversight, software development, requirements management, release management, commercial-off-the-shelf (COTS) and Government-off-the-shelf (GOTS) software management, web services, systems analysis, and application Tier 2 & 3 service desk support.

The contractor shall follow all applicable standards and guidelines for software development, systems management and service delivery using the GSA SDLC (Attachment H), as well as ITIL® v3 and CoBIT® as industry best-practice guides when appropriate. The contractor shall bring all critical system failures to the attention of the Government immediately.

Note: All sub-tasks in this Task 4 are considered to be "as required" based upon the specific project criteria and system documentation provided.

C.5.4.1 1 – REQUIREMENTS DEVELOPMENT (As Needed)

Upon Government approval, the contractor shall review, accept, develop, or enhance a Requirements Document. This document will identify the requirements to meet user business needs, identify the functional and nonfunctional requirements, and any technical constraints or requirements.

C.5.4.2 SUBTASK 2 – TECHNICAL DESIGN DEVELOPMENT (As Needed)

The contractor shall review the requirements and design documents and develop a detailed Technical Design Document, identifying any tools required, the level of effort and duration of the development required, as well as leveraging the use of Application Prototyping as appropriate. This shall include:

a. The platform and technologies to be used.
b. The use of existing Service-Oriented Architecture (SOA) services.
c. The re-use of existing code.
d. A systems interface impact assessment.
e. The design the structure of modules.
f. A Requirements Traceability Matrix.
g. An estimate of the level of effort and cost for the project.
h. A WBS and Project Schedule.
i. A preliminary release schedule.

C.5.4.3 SUBTASK 3 – PROGRAMMING/CODING (As Needed)

Upon Government approval, the contractor shall commence with the development of the project. All programming shall be contained in a Non-Production Environment, and in accordance with the Technical Design Document.

The contractor shall report the progress of development as part of the Weekly Status Report (Section C.5.1. 9).

C.5.4.4 SUBTASK 4 – TESTING

The contractor shall test all development and perform all testing required by the GSA SDLC (Attachment H), Testing Handbook (Attachment G), or other Government approved process/methodology. Testing shall include, but is not limited to:

a. Functional testing to ensure all requirements are satisfied.
b. Validation to ensure that any required user documentation is accurately portrayed.
c. Compatibility testing with all interconnected systems.
d. Compliance testing with Section 508 of the Americans with Disabilities Act.
e. Performance testing.
f. Regression testing.
g. User Acceptance Testing (UAT) (when required).

The contractor shall develop reusable test cases for each requirement and trace it back to the individual requirements or use case. Upon completion of testing, the contractor shall provide a Test Analysis Report (TAR) to the specified Government personnel. Upon receipt of Government approval of the TAR and upon completion of testing, all materials and code are transitioned to Subtask 5 for final review, Configuration Management, and Release Management.

C.5.4.5 SUBTASK 5 – CONFIGURATION, BASELINE AND RELEASE MANAGEMENT

CONFIGURATION AND BASELINE MANAGEMENT

The contractor shall provide data management support under this Task Order. The contractor shall develop, execute, and maintain a data management plan that addresses how the contractor will manage program software artifacts and documentation.

The contractor shall operate and manage all production applications in a consistent manner across the TO. This includes all required services, with the exception of managing the infrastructure. Note: The Government will ensure that all networks, connections and servers are maintained and patched at the Operating System level. The contractor shall actively monitor and manage all applications and support the necessary infrastructure activities related to system upgrades, patching, system migrations, consolidations and updates to software supporting application systems planned by the infrastructure support team(s); which may occur during non-business hours. This includes, but is not limited to:

a. Preparing and updating the Configuration Management Plan.
b. Providing Configuration Management Reports.
c. Providing Status Accounting Reports.
d. Maintaining, and ensuring adequate archival copies of configuration management tools, systems, and data.
e. Ensuring compliance with the SDLC artifacts required for each application.
f. Ensuring there are clear relationships between source code versions and baselines.
g. Performing configuration audits; a formal examination of the configuration records and system documentation to verify that a system is accurately documented and approved changes to the baseline(s) have been incorporated, documented, tested, and are traceable to functional requirements, in accordance with the FAS SDLC Guidelines.
h. Ensuring that vendor developed patches to underlying systems, technologies, or tools are identified promptly in accordance with GSA's security requirements.
i. Testing patches to underlying technology.
j. Implementing approved patches.

k. Ensuring Application stability and availability.
l. Tracking Application uptime (Note: To be considered available, all aspects of an application must be fully available).
m. Implementing and managing version control, to include code control, recovery, or other procedures to keep to all environments synchronized (development, test, and production);
n. Ensuring effective baseline management.
o. Deploying releases.
p. Issue Management, including maintaining relationships between issues and versions/baselines/releases.
q. Troubleshooting and remediating application failures and/or poor performance.
r. Regressing prior releases when issues are identified with new releases.
s. Coordinating with all GSA Help Desks and/or contractors.

The contractor shall ensure that all security issues identified by vulnerability scanning shall be resolved in accordance with the GSA Information Technology (IT) Security Policy (CIO P 2100.1H (09/24/2012) or updated version as provided by the GSA.

The contractor shall support all Security Assessment, Payment Card Industry (PCI) Data Security Standards (DSS) if applicable, and other audit activities in accordance with the IT Security Procedural Guide Managing Enterprise Risk (CIO-IT Security-06-30 revision 7 (05/31/2011) (Section J, Attachment K) or updated version as provided by the GSA.

RELEASE MANAGEMENT

The Contractor shall participate in the release planning and execution in coordination with other GSA stakeholders and contractors to ensure releases do not impact operations.

The contractor shall maintain a Release Management Portal using GSA's Google platform to track the Release process steps and status including GSA approvals to makes releases for each application. As practical, the Governments preference is for the CAMEO SB and CAMEO LB to leverage the same site structure.

The contractor shall develop and update a Release Management Plan which describes the plan for the distribution of software to ensure that a new release will function as intended when introduced into the existing infrastructure. GSA has three types of releases:

Release definitions:

1. Major Software Release - This contains significant new functionality, some of which may make intervening fixes to problems redundant. A major upgrade or release usually includes all preceding minor upgrades, releases and emergency fixes.

2. Minor Software Release - This contains small enhancements and fixes, some of which may have already been issued as emergency fixes. A minor upgrade or release usually includes all preceding emergency fixes.

3. Emergency Release - This contains corrections to a small number of known problems on an expedited timeline. If an emergency release is necessary to restore operations this must be approved by the Government.

The contractor shall review configuration and development documentation for all applications. The contractor shall identify potential risks and documentation deficiency, and coordinate with other development teams to resolve issues prior to application deployment.

The contractor shall:

a. Conduct technical design review and make recommendations.
b. Conduct deployment plan review for accuracy.
c. Review documentation for any issues based on current functionality.
d. Conduct smoke testing in production.
e. Conduct regression and end-end testing.
f. Notify users of upcoming releases.
g. Update system change requests to reflect updates through the release process.
h. Coordinate release management with configuration management.
i. Monitor baseline application performance in production, working with the Infrastructure group, and using the provided tools, for applications where it is applicable.
j. Maintain release notes and version description documentation.
k. Provide training to Help Desk staff, as needed.
l. Develop user materials and provide training when necessary for updated/new functionality.
m. Prepare and issue Release Notices as needed.

The contractor shall prepare for and implement a scheduled release of the application/enhancement. The contractor shall notify and coordinate with Service Desk staff to ensure its staff is capable of supporting the application/enhancement.

The contractor shall release software upon approval by the Government.

C.5.4.6 SUBTASK 6 – DATABASE MANAGEMENT

In collaboration with the GSA Infrastructure organization, the contractor shall monitor supported system database environments for performance issues and correct any issues and if required, coordinate interactions with hosting or other development activities. The contractor shall monitor and sustain databases and incorporate changes or updates, to the supported data models, schemas, and related support software. The contractor shall provide continuous improvement in the integration of information within the database to facilitate data sharing across information systems.

C.5.4.7 SUBTASK 7 - PROVIDE PROBLEM MANAGEMENT AND DEFECT RESOLUTION

The contractor shall perform problem management and implement software and system solutions, i.e. fixes, as identified by the Government. As appropriate, the contractor shall

coordinate any interactions with entities interfacing with the supported systems. Contractor maintenance activities shall follow GSA OCIO SDLC guidelines or other approved approach.

Some software related incidents opened by the technical support staff may be converted to Problem Reports (PR) and subsequently Change Requests (CR). The Government categorizes the PR's and CR's as high, medium, or low depending on impact to the system. Under this task, the contractor shall be responsible for identifying, triaging, developing and deploying bug fixes and Government agreed to minor enhancements to the supported systems.

C.5.4.8 SUBTASK 8 - USER TRAINING (As Needed)

The contractor shall develop and conduct user training for applications as training requests are received. This training, which can be delivered in a variety of formats, focuses on the functionality of applications and user interface.

C.5.4.9 SUBTASK 9 – APPLICATION DECOMMISSIONING

The contractor shall, when approved by the Government, prepare for and execute the decommissioning of applications. Upon approval, the contractor shall:

a. Prepare an application decommission plan that adheres to GSA policies. This plan will identify any integrations, extensions or usage from/to all other GSA applications.
b. Execute the application decommission plan.
c. Prepare required user communications to prepare them for the changes resulting from the decommissioning of the application.
d. Provide support for archiving data kept on the application.
e. Create archival copies of all source code, baselines, releases, documentation and all other artifacts required to re-deploy the decommissioned application.
f. Execute the decommissioning of the application.

C.5.5 TASK 5 – APPLICATION ENHANCEMENT AND MODERNIZATION SUPPORT

For the purpose of this Task Order, Application Enhancement and Modernization is defined as follows: activities and functions performed to develop, test, and deploy new functionality for an existing application, or to otherwise modernize the 'back end' or 'front end' of an application. This support also includes application migration from current technical architecture to GSA enterprise platforms (e.g. SalesForce, Google Application Engine, Appian) when appropriate.

A GSA goal under this task is to develop "Cloud Ready" applications (see Section C.1.3) suitable to run on equivalent Platform as a Service (PaaS) infrastructure (e.g. Java application written on the JBoss stack transitioning to a Java/JBoss platform as a service environment).

The contractor shall enhance and modernize applications as needed to meet GSA business needs. The contractor shall conform to the GSA SDLC (Section J, Attachment H) or other Government approved methodology.

When a project has been approved by the Government the contractor shall follow the existing

development methodology and provide the artifacts listed for that methodology. The contractor shall make additional recommendations to develop the project in the most effective manner possible, where all deliverables must provide business value to GSA.

C.5.5.1 SUBTASK 1 – REQUIREMENTS DEVELOPMENT

Upon Government approval, the contractor shall review, accept, develop, or enhance a Requirements Document. This document will identify the requirements to meet user business needs, and any technical constraints or requirements. The contractor shall clearly identify all existing functionality distinct from the requested/desired enhancements.

C.5.5.2 SUBTASK 2 – TECHNICAL ARCHITECTURE DEVELOPMENT

The contractor shall review the existing design and architecture documents, and identify a strategy to meet the new functional requirements that maximizes GSA's standards and platforms code re-use, efficiency, and GSA's SOA. In meeting these requirements the contractor shall:

a. Follow the architecture guidelines for each platform or technology used for the development of the project.
b. Develop following industry code conventions (ie. Java code conventions) or other standard coding practices.
c. Develop with all GSA security guidelines throughout the development process, leveraging the static code analysis tools such as Fortify to produce secure code.

C.5.5.3 SUBTASK 3 – TECHNICAL DESIGN DEVELOPMENT

The contractor shall review the requirements and design documents and develop a detailed Technical Design Document, identifying any tools required, the level of effort and duration of the development required; as well as, leveraging the use of Application Prototyping as appropriate. This shall include:

a. The platform and technologies to be used.
b. The use of existing Service-oriented Architecture (SOA) services.
c. The re-use of existing code.
d. A systems interface impact assessment.
e. The design structure of modules.
f. A Requirements Traceability Matrix.
g. An estimate the level of effort and cost for the project.
h. A WBS and Project Schedule.
i. A preliminary release schedule.

C.5.5.4 SUBTASK 4 – PROGRAMMING/CODING

Upon Government approval, the contractor shall commence with the development of the project. All programming shall be contained in a Non-Production Environment, and in accordance with the Technical Design Document. Where applicable, developers shall include Fortify scanning and Fortify scanning results.

The contractor shall report the progress of development as part of Weekly Status Reporting in Section C.5.1.9.

C.5.5.5 SUBTASK 5 – TESTING

The contractor shall test all development and perform all testing required by the GSA SDLC(Section J, Attachment H), Testing Handbook (Section J, Attachment G), or other Government approved process/methodology. The testing shall include, but is not limited to:

a. Analyzing the resource requirements and skill sets for testing.
b. Creating test plans, scenarios and scripts and data based on the business requirements which are suitable for the application design.
c. Performing and coordinating test readiness reviews.
d. Scheduling and executing test.
e. Functional testing to ensure all requirements are satisfied.
f. Integration testing to ensure all compatibility is maintained to/from all external applications.
g. Load testing to ensure that platform requirements are identified and maintained.
h. Security testing to ensure compliance with all GSA and Federal security policies.
i. Testing for compliance with Section 508 of the American with Disabilities Act.
j. Documenting and maintaining test results in the approved Configuration Management System.
k. Validating that any required user documentation is accurately portrayed.
l. Compatibility testing with all interconnected systems.
m. Performance testing.
n. Regression testing.
o. Maximizing the use of robust automated testing tools to support the comprehensive testing requirements suitable to the complexity of the application.

The contractor shall develop reusable test cases for each requirement and trace it back to the individual requirements or use case. Upon completion of testing, the contractor shall provide a Test Analysis Report (TAR) to the specified Government personnel. Upon receipt of Government approval of the TAR and upon completion of testing, all materials and code are transitioned to Subtask 5 for final review, Configuration Management, and Release Management.

C.5.6 TASK 6 – ADDITIONAL APPLICATION SUPPORT FOR EXISTING APPLICATIONS (OPTIONAL)

During performance of this TO, the Government may transition additional existing applications to the portfolio to meet business requirements; these applications will be within the general scope of the three Application Sets listed in Section C.3.1.

Upon receipt of information regarding the additional application that requires support, the contractor shall provide an estimated level of effort and estimated cost for the application. Upon Government acceptance of the estimated level of effort and cost, the contractor shall provide the same services contained in Tasks 4 (Applications O&M) and 5 (Application Enhancement and Modernizations Support) for these applications, and they shall be included in Tasks 1-3 (Provide Program Management Support, Execute Transition-In, and Execute Transition-Out), 8 (Support Security Activities), and 9 (Provide Service Desk Support).
Depending on the origin of the transitioned system, a configuration audit may be required. This will be a formal examination of the configuration records and system documentation to verify the system is accurately documented and approved changes to the baseline(s) are incorporated,

documented, tested, and traceable to functional requirements, in accordance with GSA guidelines.

C.5.7 TASK 7 – NEW APPLICATION DEVELOPMENT SUPPORT (OPTIONAL)

During performance of this order, the Government may require additional applications to be developed to meet business requirements. The contractor shall provide the same services contained in Tasks 5 (Application Enhancement and Modernization) for these applications, and they shall be included in Task 1 (Provide Program Management), and 3 (Execute Transition-Out).

C.5.8 TASK 8 – SUPPORT SECURITY ACTIVITIES

C.5.8.1 SUBTASK 1 - INFORMATION ASSURANCE

The contractor shall provide consolidated Information System Security Officer (ISSO) support for applications under this TO. ISSOs shall be assigned to multiple Federal Information Security Management Act (FISMA) systems, across GSA organizational divisions, based on projected level of effort. Proposed ISSOs shall also work as a team to support Information Assurance under the scope of this TO as fluctuation or surge needs arise. The contractor shall:

a. Validate system hardware and software inventories.
b. Interpret operating system, database, and web application vulnerability scan reports.
c. Write and update security documentation (System Security Plans, Contingency Plans, Business Impact Analysis, Privacy Impact Assessments, etc.).
d. Track and manage existing and future vulnerabilities through the system Plan of Action and Milestones(POA&M).
e. Review and track firewall change requests, and steward requests through the change request process.
f. Support security assessment, Payment Card Industry (PCI) Data Security Standards (DSS) if applicable, and other Audit activities.
g. Support contingency plan testing.
h. Support annual FISMA self-assessments.
i. Ensure compliance with the GSA IT Security Policy (CIO P 2100.1H (09/09/2013) (Section J, Attachment II) or updated version as provided bythe GSA.
j. Respond to security incidents per GSA security policy.
k. Ensure compliance with the IT Security Procedural Guide Managing Enterprise Risk (CIO-IT Security-06-30 revision 7 (05/31/2011)) (Section J, Attachment K) or updated version as provided by the GSA.
l. Ensure compliance with IT Procedural Guide Security Language for IT Acquisition Efforts (CIO-IT Security-09-48 revision 1 (12/06/2009)) (Section J, Attachment L) or updated version as provided bythe GSA.

C.5.8.2 2 – SUPPORT ASSESSMENT AND ACCREDITATION (A&A)

The Contractor shall provide support to all parties providing required A&A documentation and services required to support the A&A process for all applications included in this Task Order. This includes, but is not limited to:

a. Continuous monitoring support.
b. Maintaining and monitoring controls within the system security plan.
c. Supporting the A&A process.
d. Perform Privacy Impact Assessments (PIA).
e. Maintain PCI DSS as appropriate.
f. Providing Evidentiary artifacts.
g. Responding to inquiries/questions.
h. Remediating issues identified in PoAMs as specified by security policy.

C.5.9 TASK 9 – PROVIDE SERVICE DESK SUPPORT

For applications supported by the TO, the contractor shall manage, maintain and conduct day-to-day Tier 2 and 3 Help Desk functions and operations. The contractor shall respond to all inquiries received from the Tier 1 Help Desk through the current GSA Service Desk ticketing system. The contractor shall resolve incidents that impact existing functionality for all applications within the scope of this Task Order.

The term "resolved" normally means an action is taken that will resolve an incident, i.e., allow the user to carry out their business functions. This may be a temporary work-around or the permanent fix. Service Desk personnel may have to escalate the incident based on the complexity or severity of the problem.

The contractor shall operate the Service Desk, Monday – Friday, during core business hours (8:00am – 8:00pm Eastern Time (ET)), excluding Federal Holidays. Additional hours may be required during Fiscal Year (FY) close to accommodate the needs of the government. The contractor shall bring all critical system failures to the attention of the Government immediately.

For purposes of this TO, following are representative tasks performed at each support level.

a. Tier 1 Support – Provides basic applications and technical analysis, procurement system workflow assistance, and routine data administration and manipulation. This "front line" support request may arrive via telephone, email, or on-line incident submission, and all requests for assistance shall be logged in and be ready for analysis through the Government provided incident tracking (feedback) system (not within scope of this Task Order).

b. Tier 2 Support – Provides more complex support to users to include subject matter expertise on supported software applications to include hardware and software technical assistance and service requests from the Tier 1 level.

c. Tier 3 Support – Provides more advanced technical support on highly complex inquiries and support on critical calls that may have an immediate negative impact on operations. Engineers and certified applications personnel may respond to technical issues escalated from Tier 2 or as directed from the Government.

C.5.10 TASK 10 – STRATEGIC ANALYSIS OF APPLICATION GROUPS

The contractor shall provide an iterative cycle, annually at a minimum, of analyses of applications (Section F.5, Deliverable 22) under this TO and identify technologies to streamline and modernize GSA's application portfolio. The analysis should capitalize on emerging technologies and advancements in software development, automated testing, release methodologies, external interface management, software security, mobile computing, data storage and hosting.

For each analysis the contractor shall utilize the following criteria: business value and contribution to meeting GSA strategic goals, availability, maintainability, expandability, reliability, and conformance to functional, security, and budgetary requirements.

The contractor shall identify the resources required to implement each recommendation. The contractor shall deliver a system analysis. Approved recommendations will follow the appropriate actions as outlined in Task 4 - Applications Operations and Maintenance, or Task 7 – New Application Development Support.

C.5.11 TASK 11 – COMMON ACQUISITION PLATFORM (CAP) SUPPORT (OPTIONAL)

CAP's vision is to create a central platform to improve the execution of acquisitions in the Federal Government. CAP's goal is to provide GSA increased insight into Government-wide transactional data, reduce the costs of redundant acquisition systems, and support the continuous improvement of federal acquisitions. A number of applications that require support under this TOR will become part of CAP and additional support may be required to perform a gap analysis to determine the approach for implementing the CAP vision. The contractor shall provide support in this transition to CAP.

C.5.11.1 SUBTASK 1 – GAP ANALYSIS FOR CAP

The contractor shall provide a gap analysis of the current portfolio environment and its future state as part of CAP. In its plan, the contractor shall identify the existing application environment, the desired outcome, the process to achieve the desired outcome, and the gap between the existing process and the desired outcome. The contractor's analysis shall include documenting the requirements for the enhancements to the current portfolio of applications to achieve CAP's goal of becoming the central platform for Federal Government acquisitions. The contractor shall also develop and prioritize the requirements to bridge the existing gap.

C.5.11.2 SUBTASK 2 – ENTERPRISE ARCHITECTURE (EA) FOR CAP

The contractor shall conduct an enterprise analysis that provides a plan for the design, planning, and implementation of the CAP vision. The contractor shall develop an EA strategy for CAP that ensures alignment between the IT business needs.